



Annex 2

Instructions for Carrier in the case of loss/insured events

to the GENERAL TERMS AND CONDITIONS FOR CARRIERS

1 Information that Carrier is obliged to provide to DHL immediately after a loss/insured event

- 1.1 To report it to:
 - the DHL employee who issued the shipping order
 - the claims department of DHL (skgbsclaims@dhl.com)
- 1.2 To provide DHL with the following information:
 - the place where the incident occurred (exact address, including GPS coordinates)
 - detailed description of when the driver discovered the incident and how it happened
 - the exact address of the police that the incident was reported to (including name of the investigator and police report number)
 - the number of missing pieces
- 1.3 To inform DHL whether the incident was reported to the insurance company of the carrier and whether the insurer of carrier called in an investigator (if positive answer, please provide the exact contact)
- 1.4 Within 12 hours maximum from the incident, to provide written replies to the questions listed in the appended form Loss Report
- 1.5 To request the driver to produce photographs (e.g. using a mobile phone) from the site of the incident, visible and detailed loss/damage to goods and the truck and to send them to DHL by 24 hours at the latest from when the incident occurred

2 Documents that Carrier is obliged to provide to DHL

- 2.1 The shipping order confirmed by the carrier
- 2.2 Copy of the security instructions that apply to the shipping and which carrier was obliged to comply with
- 2.3 Copy of the CMR from the unloading
- 2.4 Copy of the police report
- 2.5 GPS readout (also in excel format with all stops) and tachograph discs
- 2.6 Detailed statement of the driver on the incident in Slovak and in English (for international shipping)

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